

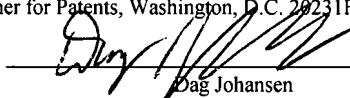


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Dag Johansen

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application for:

Frank A. Galdes, et al.

Serial No.: 09/137,989

Filing Date: 8/21/98

For: **A METHOD AND APPARATUS FOR
NETWORK BASED CUSTOMER
SERVICE**

Examiner: R. Ho

Group Art Unit: 2771

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AMENDMENT AND RESPONSE TO FINAL OFFICE ACTION

Assistant Commissioner of
Patents and Trademarks
Washington, D.C. 20231

Sir:

In response to the Office Action dated 06/06/00, please amend the patent application as follows:

B

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8-18-00